

## Frequently Asked Questions - Families



### What is include Me!?

Community Living BC (CLBC) and service providers want to know if people with developmental disabilities are leading good lives in welcoming communities. include Me! helps us understand what's already going well for people and how we can help individuals experience an even better quality of life. By completing this short survey, your family member can let us know if they are having the opportunities they would like to:

- learn and do new things
- make choices about the big and little things in their lives
- participate in their community and neighbourhood
- make friends and spend time with the people they care about
- take care of themselves and be healthy
- earn money and spend it on things that are important to them

The people who ask the questions on the survey are adults with a developmental disability who have been hired and trained by a research company called R A Malatest & Associates. They are really good at their job and will make sure that your family member has a positive experience.

### How is the information from the survey used?

Malatest analyzes all the information and prepares reports that help service providers and CLBC make decisions about changes that would benefit the individuals we collectively serve, and how to improve the overall system of supports that is available across this province.

### Does my family member have to do the survey?

No, participation is voluntary. However, most people who have participated in the past have enjoyed the experience so we encourage everyone to give it a try. It is a great opportunity for your family member's voice to be heard about how things are in their life.

### If my family member wants to take the survey, who should I contact?

If your family member wants to take the survey, you should speak to their service provider. The service provider will contact Malatest and a meeting time will be arranged.

### Does my family member have to answer all the survey questions?

No. They can skip questions they do not want to answer. They can also ask the surveyor to explain a question or stop the interview at any time. Surveyors check in with the person throughout the survey. They are trained to stop the survey if an individual becomes uncomfortable or is having trouble understanding the questions.

### What if my family member is unable to answer the survey questions?

The survey has been carefully designed so that most individuals with a developmental disability are able to respond on their own using words or gestures. For individuals who are unable to or who would prefer not to complete the survey on their own, two people who know the individual well are invited to complete the survey on their behalf. These people are called proxies

### How are proxies chosen?

Whenever possible, the individual is asked to identify two people they wish to use as proxies. Although family members and friends are preferred, the individual may request that a staff person respond on their behalf. Proxies must have known the individual for at least one year and have a good idea of how the individual would respond if they were answering the questions on their own. The individual's results will not be counted unless two proxies complete the survey.

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## I've been asked to be a proxy. What do I have to do?

If you've been asked to be a proxy, it means that someone would like you to complete the survey on their behalf (perhaps a friend, family member, or someone you've worked with for a long time). You will be asked to answer the questions from the individual's perspective. To balance things out, your scores will be averaged with the scores from another person the individual has selected to respond on their behalf.

You can complete the survey by phone or online. It usually takes about 15-20 minutes to go through the process. If you give your contact information to the agency that supports your family member, someone from Malatest will get in touch with you to schedule the phone survey or provide you with the necessary link. They can also answer any questions you have about the data collection process.

## Will the information my family member or I provide in the survey be kept private?

Yes. All of your answers are completely confidential. CLBC and the service providers will not be able to see any of your answers.

When you or your family member completes the survey, the results are sent to Malatest. Malatest summarizes all the survey answers, including your family member's answers, in a report for CLBC and each of the service providers who participated in the survey. Malatest will not include any identifying information in the reports.

## How will the survey results affect the services that my family member receives?

The questions are about the individual's quality of life (as he or she sees it) and not about the quality of services being provided. Service providers use the results to make the services and supports they offer to your family member better over time.

## Can I see the results for the service provider that supports my family member?

The survey is anonymous so you will not be able to see your family member's survey results, but you can ask the service provider to share the overall results for their agency. Once the survey process has been implemented across the province, CLBC plans to issue an annual report with all the results on its website.

## Can my family member become an include Me! surveyor?

Maybe. Your family member should contact Malatest to learn more. Malatest will let them know:

- if they are looking for surveyors in their community
- about the skills they need to be a surveyor
- the training they have to do
- what the job is like

Your family member can speak to Malatest by phone or e-mail at:

- 1 (800) 665-5848
- includeMe@malatest.net

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## More Information

Learn more at [www.communitylivingbc.ca/include-me](http://www.communitylivingbc.ca/include-me). If you have questions, please contact:

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